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CITIZENS SUMMARY

Findings in the Review of Home and Community Based Services

Trends in Expenditures and Assessments and Reassessments	Average annual costs per participant have increased every year from fiscal year 2014 to 2017 as expenditure growth has outpaced caseload growth. The numbers of assessments and reassessments performed annually has increased, and providers are performing an increasing share of reassessments.
Budgetary Estimates	Department of Health and Senior Services budgetary estimates of proposed program eligibility changes were not reasonable and resulted in overestimated cost savings projections for the Level of Care threshold change.
Level of Care Scores and Authorized Services	The Department of Health and Senior Services lacks an effective system to identify individuals most in need of services for eligibility purposes and to score the severity of need among participants when determining the appropriate amount of services authorized.
Provider Overpayments	Weaknesses in the Department of Health and Senior Services and MO Healthnet Division systems prevent the proper execution of MO Healthnet Division system edits to timely detect and prevent overpayments to some providers.

In the areas audited, the overall performance of this entity was **Good**.*

*The rating(s) cover only audited areas and do not reflect an opinion on the overall operation of the entity. Within that context, the rating scale indicates the following:

- Excellent:** The audit results indicate this entity is very well managed. The report contains no findings. In addition, if applicable, prior recommendations have been implemented.
- Good:** The audit results indicate this entity is well managed. The report contains few findings, and the entity has indicated most or all recommendations have already been, or will be, implemented. In addition, if applicable, many of the prior recommendations have been implemented.
- Fair:** The audit results indicate this entity needs to improve operations in several areas. The report contains several findings, or one or more findings that require management's immediate attention, and/or the entity has indicated several recommendations will not be implemented. In addition, if applicable, several prior recommendations have not been implemented.
- Poor:** The audit results indicate this entity needs to significantly improve operations. The report contains numerous findings that require management's immediate attention, and/or the entity has indicated most recommendations will not be implemented. In addition, if applicable, most prior recommendations have not been implemented.